POWERING GLOBAL CONNECTIONS
EVERY DAY, FEDEX CONNECTS THE WORLD, turning dreams into reality. Handing off a lifesaving medication the same day it was ordered. Providing supply chain solutions for complex fulfillment needs. Bringing desperately needed aid to survivors of natural disasters. Delivering online orders across the globe.

Connecting people with goods, services, ideas and technologies fuels global commerce, which in turn creates jobs, generates prosperity and lifts communities to higher standards of living. That’s why we champion new solutions and innovative technologies that redefine how the world is connected.

A CONNECTED WORLD IS A BETTER WORLD
A PORTFOLIO OF SOLUTIONS

THE STRENGTH OF FEDEX lies in our corporate structure and our people. By managing our services as a portfolio of operating companies, we can fine-tune our networks to deliver the best service and value possible.

We make it easy for customers to seamlessly access all the services they need in one place and meet any global business challenge that comes their way.

FedEx Express
The largest express transportation company in the world.

FedEx Ground
Cost-effective business and residential package shipping.

FedEx Freight
Priority and economy less-than-truckload (LTL) freight shipping.

FedEx Services
Marketing, sales, IT and customer service solutions for customers.

FedEx Logistics
Global transportation, supply chain, trade/customs and e-commerce solutions.

FedEx Office
Print and copy services, shipping pickup and delivery, and same-day courier service.

Connecting worldwide.

FEDEX BY THE NUMBERS

>450K
TEAM MEMBERS WORLDWIDE

>99%
OF GLOBAL GDP

>15M
SHIPMENTS EACH BUSINESS DAY (AVG. DAILY VOL.)

>220
COUNTRIES AND TERRITORIES
Our 13 hubs connect 220+ countries and territories, and more than 99 percent of the world’s GDP.
FEDEX EXPRESS CONNECTS THE WORLD

The service that started it all has exponentially expanded our customers’ access to the world. We now connect to 99 percent of the world’s gross domestic product (GDP), shipping packages and freight with a comprehensive range of services designed to meet customer needs.

Whether customers need a part delivered overseas or across town, we have it covered. Our powerhouse global network provides reliable, time-definite integrated express transportation services to the U.S.; Canada; Asia Pacific; Europe; Middle East, Indian Subcontinent and Africa; and Latin America and Caribbean. In addition to a full portfolio of intercontinental air express services, FedEx Express now provides domestic shipping services in over 35 countries.

FEDEX EXPRESS BY THE NUMBERS

>240K
TEAM MEMBERS WORLDWIDE

>678
AIRCRAFT* 

>85K
MOTORIZED VEHICLES 

>220
COUNTRIES AND TERRITORIES

>650
AIRPORTS

>240K
TEAM MEMBERS WORLDWIDE

>6M
PACKAGES AND

>30M
LBS. OF FREIGHT (AVG. DAILY VOL.)

>220
COUNTRIES AND TERRITORIES

*Gross available aircraft; includes parked.
TNT ENHANCES OUR GLOBAL NETWORK

TNT offers express and economy delivery services for documents, parcels and palletized freight in the U.S.; Canada; Asia Pacific; Europe; Middle East, Indian Subcontinent and Africa; and Latin America and Caribbean.

The addition of this company combines a second-to-none European road network with the robust international air network of FedEx Express.
Due to the rise of e-commerce, fast, cost-effective and dependable ground delivery is more vital than ever before. We anticipated this trend — making significant investments in our ground network — and now FedEx Ground, which offers business-to-business delivery in the U.S. and Canada, is faster to more locations than UPS Ground. We also serve residences via FedEx Home Delivery® and FedEx SmartPost®, with Saturday a standard delivery day for many shipments — an important feature for e-commerce shoppers.

FEDEX GROUND OFFERS FAST, ECONOMICAL DELIVERY

FEDEX GROUND BY THE NUMBERS

- 115K
  TEAM MEMBERS

- 9M
  PACKAGES
  (AVG. DAILY VOL.)

- 600
  FACILITIES

- 65K
  MOTORIZED VEHICLES

Moving through...
FEDEX FREIGHT SIMPLIFIES LTL SHIPPING

Simple is better. So FedEx Freight offers two reliable options: FedEx Freight® Priority, with the fastest published transit times of any nationwide less-than-truckload (LTL) service, and FedEx Freight® Economy for basic LTL freight shipping needs. We ship throughout the U.S., Canada, Mexico and Puerto Rico, and to the U.S. Virgin Islands.

For less-urgent, larger LTL heavyweight freight shipping needs, we offer FedEx Freight® volume services throughout most of the contiguous U.S. We work with customers to find the best rate for their schedule and budget by taking advantage of unused truck space.
FEDEX SERVICES CONNECTS BUSINESSES TO SOLUTIONS

FedEx Services team members coordinate sales, marketing, communications, information technology and customer service support for the FedEx global brand. We integrate the technology and services customers need to create solutions for global supply chains, e-commerce or any of today’s business challenges.

HELPING ENTREPRENEURS REACH THE NEXT LEVEL

When Danny Catullo took over his family’s butcher shop, Catullo Prime Meats was struggling in a stagnant economy. Catullo realized he needed to expand his market by entering the e-commerce space.

His product needed to stay fresh during shipping, so he turned to FedEx. He was impressed by the personal attention he got from his account representative, who helped him find the right combination of packaging and shipping solutions. “What surprised me about FedEx is that they care about small businesses as much as I do,” Catullo says.

Then in 2013, his rep mentioned the new FedEx Small Business Grant Contest, an annual competition that recognizes passionate and innovative entrepreneurs from across the country who aspire to take their businesses further. Catullo entered and won a $5,000 grant, which enabled him to purchase a new type of refrigerated boxes.

FedEx maintains a strong relationship with winners and finalists. For instance, one winner’s suggestion led to the formation of the Entrepreneur Advisory Board (EAB), now made up of 10 small-business owners. The EAB identifies potential FedEx service enhancements or new offerings to help small businesses. Members also provide business advice and collaboration to each other.
When customers need to simplify logistics to power growth while retaining control of their operations, they can depend on FedEx. In 2018, several FedEx companies realigned into a new organization, FedEx Logistics, enabling businesses of all sizes to conveniently access a comprehensive suite of services to fit their supply chain objectives.

We provide supply chain solutions, specialty transportation, cross border e-commerce technology services, customs brokerage, and trade management tools and data from a single trusted source. Customers can choose the combination of capabilities best suited to meet their business goals.
A FULL SUITE OF LOGISTICS SOLUTIONS FOR THE GLOBAL MARKETPLACE

FEDEX LOGISTICS connects customers to a powerful array of services:

Air and Ocean Cargo Networks
A competitive international freight forwarding network enabling customers to streamline supply chains. Our solutions provide optimum reach, flexibility, cost savings and reliability.

Trade Brokerage and Facilitation
A trusted advisor and customs broker to help customers navigate the complex maze of international trade rules and procedures, increase efficiency, and move goods through customs.

Supply Chain Services
Third-party logistics (3PL) solutions, including warehouse management and reverse logistics with industry expertise in technology, healthcare, e-commerce, retail, industrial and transportation.

Custom Critical Services
Expedited shipment delivery, temperature-control and special handling capabilities, transportation management, and brokered freight solutions to keep customers’ operations running smoothly.

Cross Border E-Commerce and Fulfillment
Global shopping cart technologies, including localized currency and payment options; scalable fulfillment services; e-commerce transportation options; and trade compliance tools and data.

Forward Depots and 3D Printing
Critical inventory and service parts logistics, electronics repair and refurbishment services, and additive manufacturing/3D printing.
FEDEX OFFICE MAKES PRINTING AND SHIPPING CONVENIENT

From consumers to entrepreneurs to corporations, our customers receive expert service, whether visiting a FedEx Office location or using online services from home, in the office or on the road. Our digital, printing, retail and shipping network empowers customers to be and do more.

We provide access to a wide variety of world-class printing services, including professional copying and finishing, document creation, signs, banners and graphics, as well as a full range of commercial print solutions. Our digital printing technology, including FedEx Office® Print Online services, FedEx Office Mobile App and FedEx Office Print & Go offerings, enables customers to print on demand, anytime, anywhere.

With more than 1,900 locations in retail areas, on college and corporate campuses, and within hotels and convention centers, our stores provide FedEx Express® and FedEx Ground® shipping, Hold at FedEx Location options, FedEx Ship&Get® lockers, FedEx® Pack Plus and packing services backed by the FedEx Office® Packing Pledge. FedEx Office also offers FedEx SameDay® City courier service in more than 30 major metro areas in the U.S.

FEDEX OFFICE BY THE NUMBERS

14K TEAM MEMBERS

≈ 1,900 U.S. LOCATIONS

and offering FedEx SameDay® City to

> 1,900 CITIES within

> 30 MAJOR METRO AREAS
EXPANDING OUR RETAIL FOOTPRINT

E-commerce isn’t a trend. It’s a fundamental part of retailing today and has profoundly changed how consumers make purchases. As online shopping becomes an intrinsic part of everyday life for hundreds of millions of people, the last mile of delivery — where and how they receive packages — is an increasingly important consideration. And as the online retail demand continues to increase, so does the demand for packing, delivery and returns services.

That’s why FedEx continues to expand our convenience network to help customers and businesses address e-commerce needs, providing more access to FedEx® services.

For instance, since the majority of online orders are placed after 4 p.m., we recently launched FedEx® Extra Hours. With this service feature, consumers can place orders as late as midnight with eligible retailers who, in turn, can fulfill those orders through FedEx Express with next-day local delivery and two-day shipping in the continental U.S.

CONVENIENT OPTIONS

Locations in the convenience network offer a range of options from full-service printing and shipping to pack, ship and hold services to quick drop-off points. In fact, 80 percent of the U.S. population is within 5 miles of a FedEx hold location, where they can have their packages held for pickup if they prefer not to have them left on their doorstep.

Our more than 50,000 locations for U.S. consumers nationwide include:

- FedEx Office locations within stores — we plan to place 500 additional locations within leased space in select U.S. Walmart stores by 2020
- FedEx drop-off and pickup available in over 9,800 locations of well-known retailers, including Kroger, Albertsons and Walgreens
- FedEx® Drop Boxes — more than 35,000 throughout the U.S.
CONTINUALLY INNOVATING

INNOVATION HAS BEEN PART OF OUR DNA since our first night of operations, when a new industry — overnight shipping — was born. And technology has always been vital to FedEx, because the information about a package is as important as the package itself.

That spirit of innovation has never wavered. We continually implement innovative solutions and explore emerging technologies that have the potential to transform the shipping and logistics industry.

RECENT INNOVATIONS

Robotics: Driverless tuggers haul oversized packages through our FedEx Ground hub in Greensboro, North Carolina. The tuggers know the shape of the building and are packed with sensors. Using automation for repetitive, simple tasks allows team members to focus on high-value, skilled work.

Blockchain: This technology holds significant potential for advancing supply chain logistics. FedEx is a charter member in the Blockchain in Transportation Alliance and the Blockchain Research Institute, and we have a pilot program underway at FedEx Freight to share shipment information among suppliers, FedEx and retailers.

Autonomous driving: “Platooning” is when trucks follow one another closely to improve fuel efficiency and help alleviate traffic congestion. FedEx is working with Volvo Trucks to develop communication technology that helps reduce braking reaction time and enables vehicles to automatically match each other’s speed and braking.

“FedEx stands at the nexus of the virtual and physical world and is building on the benefits that innovation and technology bring.”

— Frederick W. Smith, FedEx Chairman and CEO

A driverless tugger moves through the FedEx Ground distribution hub in Greensboro, North Carolina.
CONNECTING THE WORLD RESPONSIBLY AND RESOURCEFULLY

AS ONE OF THE WORLD’S MOST ADMIRED BRANDS, we have a responsibility to be a role model in the communities where we live and work. That means reaching beyond the services we provide to be a caring corporate citizen and a thoughtful steward of the environment.

COMMITTED TO SUSTAINABILITY

We continually seek new ways to minimize environmental impacts with programs that deliver cost savings and more-efficient use of resources in four key areas:

• Aircraft efficiency
• Vehicle efficiency
• Sustainable facilities
• Sustainable materials and recycling

We also invest in developing new solutions, such as alternative fuels and advanced technologies, and advocate for changes that could improve our entire industry’s efficiency and environmental performance.

THE FUTURE OF SUSTAINABILITY

Our fleet modernization and FedEx® Fuel Sense initiatives have reduced emissions, but we want to do even more, which is why we set a goal to increase FedEx Express vehicle fuel efficiency 50 percent by 2025.

In FY19, we expect to acquire 1,000 Chanje V8100 electric vehicles (EVs) for use in California. The EVs could help save 2,000 gallons of fuel and avoid 20 metric tons of CO₂ emissions per vehicle each year.

From electric vehicles to alternative jet fuels to compressed natural gas (CNG) for trucks, FedEx continues to pursue multiple paths in our ongoing efforts to increase sustainability.

WE MEASURE OUR SUCCESS THROUGH CREATING AMBITIOUS GOALS AND TRACKING OUR PROGRESS:

| GOAL | 30% reduction in aircraft emissions intensity from a 2005 baseline by 2020 |
| PROGRESS | 22.2% since 2005 |

| GOAL | 50% increase in FedEx Express vehicle fuel efficiency from a 2005 baseline by 2025 |
| PROGRESS | 37.9% since 2005 |

| GOAL | 30% of jet fuel obtained from alternative fuels by 2030 |
| PROGRESS | First delivery of alternative fuel anticipated in 2020 |

To learn more about these initiatives, go to csr.fedex.com.
SERVING COMMUNITIES WORLDWIDE

AT FEDEX, WE PRIORITIZE AREAS WHERE WE CAN USE OUR GREATEST ASSETS — our powerful global transportation networks, our knowledge and expertise, and the passion of our team members — to make the biggest possible impact in improving the quality of life around the world and making it a better place for future generations.

THROUGH OUR FEDEX CARES COMMUNITY INVESTMENT PROGRAM, WE FOCUS ON FIVE KEY AREAS:

Global Entrepreneurship
We help women and minority entrepreneurs by providing them with the tools and resources they need to turn their ideas into reality.

Sustainable Transportation
We contribute financial, technical and logistical assistance to help city planners, engineers and others around the world improve mobility within cities while reducing congestion and pollution.

Employment Pathways
We’re passionate about enabling underserved groups to access opportunity. FedEx supports organizations that connect veterans and minority youths to education and careers.

Road Safety
We use our expertise and resources to support road safety initiatives. For example, we help Safe Kids Worldwide bring pedestrian safety programs to over 250 cities in 10 countries worldwide.

Delivering for Good
We’re prepared to quickly mobilize our powerful global network when we’re needed, whether it’s shipping humanitarian aid in the wake of natural disasters, transporting rare artifacts or moving endangered animals to safety.

GOAL
$200M investment in 200 communities around the world by 2020 (FedEx Cares goal was set in 2016)

PROGRESS SINCE 2016
>$150M
>250 communities
PROVEN DEDICATION TO OUR CUSTOMERS, OUR COMMUNITIES AND OUR PEOPLE

WE WOULDN'T BE ONE OF THE MOST ADMAIRE COMPANIES and trusted brands year after year without the can-do commitment of our more than 450,000 team members around the world. They help our customers succeed, build more vibrant communities and create a more sustainable future for our planet.
“I WILL MAKE EVERY FEDEX EXPERIENCE OUTSTANDING.”

THIS SIMPLE BUT POWERFUL STATEMENT guides everything we do at FedEx. It’s the Purple Promise: a shared commitment that helps earn the trust and loyalty of customers and make FedEx a great place to work.

Empowering team members to deliver on the Purple Promise requires ongoing investment in our workforce. We are committed to the highest ethical and professional standards, and to improving the lives of our team members in many ways:

**Personal Development**
Just as we connect people and possibilities around the world, we seek to connect our team members to opportunities, recognizing and developing their full potential.

**Well-Being**
The success of our business depends on our team members’ overall well-being. We provide competitive benefits as well as resources to support health, financial security and work-life balance.

**Diversity and Inclusion**
We value diverse backgrounds and perspectives, so we’ve established best-in-class programs to recruit, develop, retain and nurture a diverse workforce.

**Safety**
In FedEx culture, “safety above all” is a core value — not just a priority — and we live our commitment on a daily basis by incorporating safety principles into all aspects of our business.